

In re: Malcom B. Strandberg
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In the Claims:

1. (Currently Amended) A system for providing an automatic telephone call back comprising:

a first location including a telephone line and a data terminal and a telephone both directly connected to said single telephone line, said data terminal generating a call back request requesting a call back to said telephone over said telephone network, wherein said first location cannot support voice and data communication simultaneously;

a data path interface, coupled to said telephone line, for receiving said call back request over said telephone line, for identifying call back data from said request, and for placing said call back data into at least one call record store;

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign; and

means for causing said automated dialer system to substantially immediately dial said telephone number to be dialed

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over said telephone line and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal.

F
2. (Cancelled)

3. (Cancelled)

4. (Original) The system of claim 1 wherein said request further includes customer account identifying indicia.

5. (Original) The system of claim 1 wherein said call back data further includes a time to call back.

6. (Original) The system of claim 1 wherein said request further includes a message.

7. (Original) The system of claim 6 wherein said message includes a voice message.

8. (Original) The system of claim 6 wherein said message

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includes a textual message.

F. 9. (Original) The system of claim 6 wherein said message includes a series of DTMF tones.

10. (Original) The system of claim 1 wherein said data terminal is a digital computer and said transmitted data includes digital data.

11. (Original) The system of claim 1 wherein said automated dialer system further includes a call scheduler, responsive to said at least one call record store, for ordering and scheduling said telephone numbers to be dialed.

12. (Original) The system of claim 11 wherein said automated dialer system further includes a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers.

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13. (Currently Amended) A system for providing a telephone call back from a request comprising:

F a first location including a telephone line and a data terminal and a telephone both directly connected to a single said telephone line, said data terminal generating a call back request requesting a call back to said telephone over said telephone line, wherein said first location line cannot support voice and data communication simultaneously;

a data path interface, connected to said telephone line, for interfacing with said telephone line and receiving said call back request over said telephone line, for identifying call back data from said request, and for storing said call back data including at least one telephone number in a call record store; and

an automated dialer system, responsive to said call record store, for retrieving said telephone numbers in said call record store and automatically calling said telephone numbers over said telephone line, said automated dialer system including:

a call scheduler, for ordering and scheduling said telephone numbers;

a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone

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numbers as scheduled over said telephone line, and for connecting an answered call to a telephone of an available agent of a pool of agents coupled to said automated dialer system; and

F means for causing said call scheduler and predictive dialer to substantially immediately dial said telephone number to be dialed and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal.

14. (Original) The system of claim 13 wherein said predictive dialer includes a call pacer that paces dialing of said telephone numbers according to a call pacing algorithm.

15. (Previously Amended) The system of claim 13 wherein said data path interface interfaces said telephone line to agent terminals connected to said automated dialer system.

16. (Original) The system of claim 13 wherein said request further includes customer account identifying indicia.

17. (Original) The system of claim 13 wherein said call back

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data further includes a time to call back.

F 18. (Original) The system of claim 17 wherein said call scheduler is responsive to said time to call back, for scheduling dialing of said at least one telephone number at approximately said time to call back.

19. (Original) The system of claim 13 wherein said call scheduler schedules at least one of said telephone numbers for immediate dialing.

20. (Previously Amended) The system of claim 13 wherein said call back data is transmitted over said telephone line computer network using a CGI script.

21. (Previously Amended) The system of claim 13 wherein said call back data is transmitted over said telephone line using a JAVA language script.

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F 22. (Currently Amended) A method for providing a telephone call back from a request made by an inquiring party at a remote location, said remote location including a data terminal and a telephone both directly connected to a single telephone line, said method comprising the acts of:

receiving said call back request transmitted from said data terminal at said remote location, wherein said remote location cannot support voice and data communication simultaneously;

identifying call back data from said request including a telephone number to be dialed, said telephone number associated with said telephone at said remote location;

placing said call back data into a call record store;

retrieving said telephone number to be dialed from said call record store;

scheduling said telephone number to be dialed substantially immediately;

automatically dialing said telephone number as scheduled over said telephone line using a predictive dialer

continuously redialing said telephone number each time a busy signal is detected; and

connecting said telephone line to a second telephone of an

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available agent of a pool of agents, if an answer is detected.

F 23. (Previously Amended) The method of claim 22 further including the act of attempting to immediately connect said inquiring party to an available agent over said telephone line.

24. (Cancelled)

25. (Cancelled)

26. (Previously Amended) The method of claim 22 wherein said telephone number is scheduled for an immediate call back.

27. (Previously Amended) The method of claim 22 further including the act of adding said telephone number to a future call campaign, if no connection is made.

28. (Previously Amended) The method of claim 22 wherein said call back data includes at least one time to be called back, wherein said telephone number is scheduled according to said time to call back.

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29. (NEW) A system for providing an automatic telephone call back comprising:

F a first location including a data terminal coupled to a modem and a telephone coupled to said modem, said modem connected to a telephone line, said data terminal generating a call back request requesting a call back to said telephone over said telephone line, wherein at least one of said modem and said telephone line cannot support voice and data communication simultaneously;

a data path interface, coupled to said telephone line, for receiving said call back request over said telephone line, for identifying call back data from said request, and for placing said call back data into at least one call record store;

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign; and

an automated dialer, responsive to said outbound telephone campaign, for substantially immediately dialing said telephone number to be dialed over said telephone line and for substantially

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F immediately and continuously redialing said telephone number to be dialed each time said automated dialer detects a busy signal.

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30. (New) A system for providing an automatic telephone call back comprising:

F a first location including a data terminal and a telephone both connected to a telephone line, said data terminal generating a call back request requesting a call back to said telephone over said telephone network, wherein said telephone line cannot support voice and data communication simultaneously;

a data path interface, coupled to said telephone line, for receiving said call back request over said telephone line, for identifying call back data from said request, and for placing said call back data into at least one call record store;

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign; and

means for causing said automated dialer system to substantially immediately dial said telephone number to be dialed over said telephone line and for substantially immediately and continuously redialing said telephone number to be dialed each

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time said telephone number dialer detects a busy signal.

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F 31. (New) The system of claim 1 wherein said telephone line cannot support voice and data communication simultaneously.

32. (New) The system of claim 1 wherein said data terminal cannot support voice and data communication simultaneously.

33. (New) The system of claim 1 wherein a connection connecting said data terminal and said telephone to said telephone line cannot support voice and data communication simultaneously.

34. (New) The system of claim 13 wherein said telephone line cannot support voice and data communication simultaneously.

35. (New) The system of claim 13 wherein said data terminal cannot support voice and data communication simultaneously.

36. (New) The system of claim 13 wherein a connection connecting said data terminal and said telephone to said telephone line cannot support voice and data communication simultaneously.
